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Telecom and internet services - Standardization guideline

电信和互联网服务 标准化工作指南

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting is required.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

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Guidelines for Standardization of Telecommunications and Internet Services

1 Scope

This document provides the principles and types of telecommunication and Internet service standards, as well as the implementation and evaluation of telecommunication and Internet service standards. guidance on this.

This document applies to telecommunication and Internet services standardization work.

2 Normative references

GB/T 15624-2011

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 Service industry

A general term for service activities.

Note. The service industry includes transportation, warehousing, postal and logistics, information services, wholesale, retail and leasing, accommodation and catering, finance, real estate, Real estate, business services, scientific research and technical services, water conservancy, environment, public facilities management and public utilities, resident services, repair and maintenance Nursing services, education, training and human resources services, health, social security, social welfare and social work, culture, sports, entertainment and Tourism, public administration and public safety, agriculture, forestry, animal husbandry and fishery services, etc.

[Source. GB/T 15624-2011, 3.2]

3.2 Service Standard

A standard that specifies the requirements that a service should meet to determine its suitability.

[Source. GB/T 15624-2011, 3.3]

3.3 Telecom and internet services

Use telecommunications and Internet facilities to provide users with services and corresponding ancillary services.

4.1 Principle of giving equal importance to communication services and support services

Telecommunications and Internet services for users include communication services during the use of business facilities (such as fixed-line telephone calls, data transmission, etc.) transmission services, etc.) and support services during the user relationship stage (such as service contract signing, service activation, fault repair, customer service, tariffs and complaints Taking into account the different needs of communication services in the service use stage and supporting services in the user relationship stage, fully absorbing user participation and improving user satisfaction and protect the legitimate rights and interests

of users.

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